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United States Senate

COMMITTEE ON
HOMELAND SECURITY AND GOVERNMENTAL AFFAIRS

WASHINGTON, DC 20510-6250

August 21, 2013

Via Email (Erika.Moritsugu@cfpb.gov)

Hollister K. Petraeus
Assistant Director
Office of Servicemember Affairs
Consumer Financial Protection Bureau
1700 G Street, N.W.
Washington, DC 20552

Attention: Erika Moritsugu

Dear Ms. Petraeus:

Enclosed are post-hearing questions that have been directed to you and submitted for the official record from the hearing that was held on July 23, 2013, titled "The 90/10 Rule: Improving Educational Outcomes for our Military and Veterans."

In order to ensure a complete hearing record, please include each question in full before each response and return your written response on or before September 20, 2013, via email to the committee's chief clerk, Laura Kilbride, at laura_kilbride@hsgac.senate.gov.

If you have any questions, please contact Laura Kilbride, Chief Clerk, at 202-224-9586. Thank you for your prompt attention to this request.

Sincerely,



Thomas R. Carper
Chairman

TRC:lwk

Enclosure

**Post-Hearing Questions for the Record
Submitted to Hollister K. Petraeus
From Senator Thomas R. Carper**

**“The 90/10 Rule: Improving Educational Outcomes for Our Military and Veterans”
July 23, 2013**

- 1) Your testimony discussed the data crosswalk that the Departments of Veterans Affairs, Defense, and Education are developing to link the Education Departments database of schools (over 7,000 institutes of higher learning) to the VA’s lists of approved programs (over 30,000). Is it accurate to say that the federal government lacks basic data on where GI benefits are spent, the extent to which those benefits cover tuition and fees, and how much and what type of student loan debt veterans incur? When will this crosswalk be available?
- 2) Your testimony discussed the new complaint system for service members and veterans that is scheduled to go live later this summer. Can you describe the shortcomings in the various departmental complaint systems—Education, Veterans Administration, and DOD—that necessitated the creation of this new system? How will the new system address those shortcomings?